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<b>1</b>	<b>Baseline Value</b>	<b>\$16,985.00</b>
<b>2</b>	Preexisting Damage \$0.00 X 0.00 %	\$0.00
<b>3</b>	Condition Adjustment	\$0.00
<b>4</b>	Refurbishment(s)	\$0.00
<b>5</b>	Custom Parts & Equipment	\$0.00
<b>6</b>	<b>Actual Cash Value</b>	<b>\$16,985.00</b>
<b>7</b>	Fees	\$0.00
<b>8</b>	Taxes Taxes applied to settlement	\$0.00
<b>9</b>	<b>Net Settlement</b>	<b>\$16,985.00</b>
<b>10</b>	Deductible	(\$500.00)
<b>11</b>	<b>Total Settlement</b>	<b>\$16,485.00</b>

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**Lien Holder Account Balance (Amount You Owe)**

VW CREDIT LEASING Payoff as of 5/21/2007 \$18,310.05

VW CREDIT LEASING Payoff as of \$18,310.05

\$18,310.05

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**Net to Owner** \$0.00

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Date: 04/25/2007 01:37 PM  
Estimate ID: 07-1213997-01  
Estimate Version: 0  
Committed  
Profile ID: Qns:AllexceptAM

## PROGRESSIVE

444 MERRICK ROAD SUITE 200, LYNBROOK, NY 11563

Damage Assessed By: NICK CELLI LIC# IA-1022208

Claim Rep: Nick Celli

\* Product Type: Auto  
\* Date of Loss: 04/20/2007  
\* Deductible: 500.00  
Policy No: 18077285

\* Claim Number: 07-1213997-01

Insured: ROBERT HORNSTRA  
Claimant: AARON HORNSTRA  
Address: 2895 NOEL COURT, DAVEMPORT, NY 13750  
Telephone: Work Phone: (607) 433-4169 Home Phone: (607) 821-9766  
Owner: AARON HORNSTRA  
Address: 2895 NOEL COURT, DAVEMPORT, NY 13750  
Telephone: Work Phone: (607) 433-4169 Home Phone: (607) 821-9766

Mitchell Service: 918370

Description: 2005 Volkswagen Jetta GLS 1.8T  
Body Style: 4D Wgn  
VIN: 3VWSE69M45M042479  
OEM/ALT: A  
Color: BLACK  
Options: ANTI-LOCK BRAKE SYS. (ABS), ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER STEERING  
POWER BRAKES, POWER WINDOWS, POWER DOOR LOCKS, TILT STEERING WHEEL  
CRUISE CONTROL, ELECTRIC DEFOGGER, POWER SUNROOF, 5 SPEED MANUAL TRANSMISSION  
POWER DRIVER SEAT, AM-FM STEREO/CDPLAYER(SINGLE), CENTER CONSOLE  
PASSENGER-FRONT AIR BAG, POWER REMOTE MIRROR, 4 WHEEL DISC BRAKES  
DRIVER-FRONT AIR BAG, DRIVER-SIDE AIR BAG, PASSENGER-SIDE AIR BAG

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
1	900500	MCH*	REMOVE/REPLACE	VEHICLE IS AN OTL - FIRE <u>MANUAL ENTRIES</u>	New	0.00*	0.0*

\* - Judgment Item

Remarks

Vehicle Is A Total Loss - Fire

All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep.

Date: 04/25/2007 01:37 PM  
 Estimate ID: 07-1213997-01  
 Estimate Version: 0  
 Committed  
 Profile ID: Qns:AllexceptAM

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Labor Summary	0.0				0.00	Total Replacement Parts Amount	0.00
III. Additional Costs					Amount	IV. Adjustments	Amount
Total Additional Costs					0.00	Insurance Deductible	500.00
						Subtotal of Adjustments Exceeds Gross Total	
						Customer Responsibility	0.00
						I. Total Labor:	0.00
						II. Total Replacement Parts:	0.00
						III. Total Additional Costs:	0.00
						Gross Total:	0.00
						IV. Total Adjustments:	0.00
						Net Total:	0.00

Point(s) of Impact

16 Non-Collision (P)

Inspection Site: Conti Auto Body  
 Address: 44 Hasket Dr  
 Syosset, NY  
 Inspection Date: 04/25/2007

Body Shop: Conti Auto Body  
 Address: 44 Hasket Dr  
 Syosset, NY

THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR -  
 BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT  
 SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND  
 AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER  
 CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED  
 DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT  
 HANDLING PROCEDURES.

PROGRESSIVE HONORS THE PREVAILING LABOR MARKET RATE IN YOUR AREA FOR  
 YOUR PROPERTY. IF YOU CHOOSE A SHOP THAT CHARGES IN EXCESS OF  
 PREVAILING LABOR MARKET RATES, YOU WILL BE RESPONSIBLE FOR THE  
 DIFFERENCE.

#### LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

ESTIMATE RECALL NUMBER: 04/25/2007 13:36:58 07-1213997-01

Mitchell Data Version: FEB\_07\_A  
 UltraMate Version: 6.0.021

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Date: 04/25/2007 01:37 PM  
Estimate ID: 07-1213997-01  
Estimate Version: 0  
Committed  
Profile ID: Qns:AllexceptAM

The replacement parts written on the estimate are intended to return your vehicle to its pre-loss condition with proper installation. After repair, if any sheet metal or plastic body part included in the estimate fails to return your vehicle to its pre-loss condition (assuming proper installation), in terms of form, fit, finish, durability or functionality, Progressive will arrange and pay for the replacement of the part, to the extent not covered by a manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at 1-800-274-4641. This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED BY IMPROPER MAINTENANCE, NEGLECT, ABUSE OR SUBSEQUENT ACCIDENT. THIS GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY, PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF THESE PARTS.

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.

NON-OEM and A/M and Qual REPL - These refer to an after-market part, which is a new, non-original equipment manufacturer part.

USED/RECYCLED and LKQ - These refer to a used OEM part.

REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled OEM parts that have been refurbished.

REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION INCLUDING TOW/STORAGE CHARGES:

SHOP SIGNATURE: \_\_\_\_\_ EST. COMPLETION DATE: \_\_\_\_\_

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

Event Log

File Created:	04/25/2007 01:29:45 PM
Estimate Started:	Estimate not started
Estimate Printed:	04/25/2007 01:37:15 PM
Estimate Committed:	04/25/2007 01:36:58 PM
Estimate Uploaded:	Estimate not uploaded

ESTIMATE RECALL NUMBER: 04/25/2007 13:36:58 07-1213997-01

Mitchell Data Version: FEB\_07\_A  
UltraMate Version: 6.0.021

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CMSD2340 /CMSSM2340

OPID: WPK0002

INSD: HORNSTRA, ROBERT L

DOL : APR 20 07 NY-DWSTFT-GRP-

P A C M A N  
CLAIM PAYMENT INQUIRY

AUG 09 07 - 12:32

TERMID: ?090

POL: 18077285-3

CLM: 071213997 ACTIVE REP: N CELLI

PAY TO THE ORDER OF:

TOTAL DRAFT AMOUNT: 16,485.00

LINE 1: VW CREDIT, ONLY\*\*\*\*\*

LINE 2: ATTN: TOTAL LOSS

LINE 3:

ADDRESS: 1401 FRANKLIN BLVD

CITY: LIBERTYVILLE

ST/PR\* IL ZIP/CPC: 60048

CNTRY\* USA

IN PAYMENT OF: 05 VOLKSWAGON JETTA TL YOUR ACCOUNT # 836737392

1099	? N	FEDERAL TAX ID:	LAST UPDT REP: NXC0065
CDS CODE *	12 PCL	EFT TRACE #:	ISSUING REP: N CELLI
BANK CODE*	AS2	ISSUE DATE : JUN 12 07	APPROVED BY: K VAN BRAMER
STATE *	NY	AREA * 748	REVIEW DATE: 00 00
STOP RSN *		DRAFT # : 451745344	REVIEWED BY:

COMMAND:

CMSD2340 /CMSM2340

OPID: WPK0002

INSD: HORNSTRA, ROBERT L

DOL : APR 20 07 NY-DWSTFT-GRP-

P A C M A N  
CLAIM PAYMENT INQUIRY

AUG 09 07 - 12:32

TERMID: ?090

POL: 18077285-3

CLM: 071213997 ACTIVE REP: N CELLI

PAY TO THE ORDER OF:

TOTAL DRAFT AMOUNT: 749.03

LINE 1: ADESA IMPACT INC.\*\*\*\*\*

LINE 2:

LINE 3:

ADDRESS: 156 PECONIC AVE

CITY: MEDFORD

ST/PR\* NY ZIP/CPC: 11763

CNTRY\* USA

IN PAYMENT OF: REMITTANCE-05 VOLKS / STOCK #HUZ22

1099 ? N FEDERAL TAX ID: LAST UPDT REP: DAK0003

CDS CODE \* 12 PCL EFT TRACE #: ISSUING REP: D KNAPP

BANK CODE\* AS2 ISSUE DATE : JUL 25 07 APPROVED BY:

STATE \* NY AREA \* 608 REVIEW DATE: 00 00

STOP RSN \* DRAFT #: 452385179 REVIEWED BY:

COMMAND:

Customer  
 AARON HORNSTRA  
 2895 NOEL CT  
 WANTAGH, NY 11793-2317

### Vehicle Service History Report

Vehicle  
 Tag: NY DBV9804

ID:

Yr/Mk: 2005 VOLKSWAGEN

Model: JETTA

Engine: 1.8L 4Cyl Turbo (AWP) Fuel Injected

First Visit: 4/6/2005

Last Visit: 3/23/2007

Daily Avg: 53

Rem Mph: Y

Visit Avg: 46,29

Days: 3,79

Page 1

04/27/20

8,32

46,29

3,79

0

Date 03/23/2007  
 Invoice Number 197218

01/20/2007 380186

09/30/2006 52075

07/22/2006 23463

06/10/2006 18125

02/05/2006 749070

11/06/2005 315383

08/21/2005 42040

01/19/2005 4960

FS FULL SERVICE  
 FS FULL SERVICE  
 RAD RADIATOR SERVICES

Mileage 46,299  
 Store 1099  
 Amount \$123.81

FS FULL SERVICE  
 FS FULL SERVICE  
 FSC FUEL SYSTEM  
 CLEANER  
 FSC FUEL SYSTEM  
 CLEANER

42,989  
 1099  
 \$123.81

FS FULL SERVICE  
 FS FULL SERVICE

36,697

1099  
 \$36.92

FS FULL SERVICE  
 FS FULL SERVICE

33,221

1099  
 \$36.92

AF AIR FILTER  
 CAF CABIN AIR FILTER  
 CAF CABIN AIR FILTER  
 FS FULL SERVICE  
 FS FULL SERVICE

29,769

1099  
 \$135.75

FS FULL SERVICE

23.871

1099  
 \$31.49

FS FULL SERVICE  
 FSC FUEL SYSTEM  
 CLEANER  
 FSC FUEL SYSTEM  
 CLEANER

18.231

1099  
 \$99.92

FS FULL SERVICE

15,006

1099  
 \$29.32

FS FULL SERVICE

11.625

# Oneonta Volkswagen

Station # 7054140

7517 State Highway 23  
Oneonta, New York 13820

516 - 364 - 9673  
vwaudiofoneonta@aol.com  
Toll Free: 1-800-351-8166



Phone: (607) 432-8100  
Fax: (607) 436-9309

## REPRINT

SO No: 23239

Tag#: 3367

### \* Service Invoice Customer Copy \* Auth#: Page 1

Customer No :	6072679224	Advisor : JONATHAN	Invoice Date : 11/24/2006	Term : CASH
Christopher Aaron Hornstra 10 N. INDIANCREEK PL DURHAM NC 27703		License No SWT5965	Odometer In 39803	Odometer Out 39805
Home: (607)267-8224 Bus:		Year Make 2004 VOLKSWAGEN	Model JETTA	Stock No
Cell: Today:		Vehicle ID No 3VWSE6SM04M077684	Selling Dealer	Model No
Email:			SO Date 11/24/2006	InServ Date 12:00:00 AM
				Location

#### REQUEST/COMPLAINT CORRECTIONS

			TYPE	CSR#	TU	Amount
1	40K	40,000 MILE MAINT SERVICE				
	40K	40,000 MILE MAINT SERVICE	CVW	14	2.5	\$190.00
1	06A115561B	OIL FILTER	CVS			\$8.50
1	N0138493	WASHER	CVS			\$0.52
5	5W30	OIL	COIL			\$15.00
1	1J0819844A	FILTERELEM	CVS			\$18.97
1	1J0129620A	FILTERELEM	CVS			\$22.16
4	101000063AA	SPARK PLUG	CVS			\$58.20

Technician : 16 FOUAD

Request Total **\$313.36**

			TYPE	CSR#	TU	Amount
2	0	customer states check brakes				
0		replaced front pads and rotors	CVW	14	2.5	\$190.00
1	1J0890151K	BRK LINING	CVS			\$77.27
2	8N0615301A	BRAKE DISC	CVS			\$154.54

Technician : 16 FOUAD

Request Total **\$421.81**

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO NOTICIAON FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER The factory warranty does not cover all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

04/06/2005 164293

SS SIGNATURE SERVICE

8,322

1268

\$32.54

# Oneonta Volkswagen



Station # 7054140

7517 State Highway 23  
Oneonta, New York 13820

vwaudiofoneonta@aol.com  
Toll Free: 1-800-351-8186

Phone: (607) 432-8100  
Fax: (607) 436-9309

## REPRINT

SO No: 23239  
Tag# : 3387

### \* Service Invoice Customer Copy \* Auth#:

Page 2

Customer No :	6072679224	Advisor : JONATHAN	Invoice Date : 11/24/2006	Term : CASH
Christopher Aaron Homstra 10 N. INDIANCREEK PL DURHAM NC 27703		License No SWT6965	Odometer In 39803	Odometer Out 39805
Home: (607)287-9224 Bus:		Year 2004	Make VOLKSWAGEN	Model JETTA
Cell: Today:		Vehicle ID No 3VWSE69M04M077864	Selling Dealer	90 Date 11/24/2006
Email:			InServ Date 12:00:00 AM	Location

### REQUEST/COMPLAINT CORRECTIONS

TYPE	CSR#	TU	Amount
LABOR			\$380.00
PARTS			\$355.16
OIL/GAS			\$0.00
MISC.			\$0.00
SUPPLIES			\$0.00
SUBLET/TOW			\$0.00
ENV FEE			\$0.00
<b>SUBTOTAL</b>			<b>\$735.16</b>
SALES TAX			\$0.00
WARR DEDUCTIBLE			\$58.81
OTHER DEDUCTIBLE			\$0.00
<b>TOTAL INVOICE</b>			<b>\$793.97</b>

VW/Audi is calling our customers & asking them to rate their service experience. If for any reason you cannot rate us "5-PASS" on each question please contact the Service Dept

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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# Oneonta Volkswagen

Station # 7054140



7517 State Highway 23  
Oneonta, New York 13820

vwaudiofoneonta@aol.com  
Toll Free: 1-800-351-8166

Phone: (607) 432-8100  
Fax: (607) 436-9309

## REPRINT

SO No: 19378

### \* Service Invoice Customer Copy \*

Auth#:

Page 1

Customer No :	Hornet 1	Advisor : GARY	Invoice Date : 04/15/2006	Term : CASH
Connie Hornstra PO BOX 713 ONEONTA NEW YORK 13820		License No	Odometer In	Odometer Out
Home: (607)433-4158 Bus: (607)433-4169			27141	27143
Cell: Today:		Year Make	Model	Stock No
Email: hornetar@wilberbank.com		2005 VOLKSWAGEN	JETTA	
		Vehicle ID No	Selling Dealer	Model No
		3VWSE69M45M042479		Delivery Date
				04/15/2006
				12:00:00 AM
				Location

#### REQUEST/COMPLAINT CORRECTIONS

			TYPE	CSR#	TU	Amount
1	30K	30,000 MILE MAINT SERVICE , ck brakes				
30K1.8		30K MAINT SERVICE (NON SYNTH) OIL AND FILTER CHANGE, CHECK FLUIDS, AUTO SHIFT LOCK, BRAKE SYSTEM, BRAKE PADS, TIRE ROTATION, AIRBAG SYSTEM, BATTERY	CVW	17	1	\$69.56
1	06A1185618	KIT OIL FILTER	CVS			\$7.60
5	5W30	KIT OIL	COIL			\$13.50
1	N0138492	KIT WASHER	CVS			\$0.34

Technician : 10 ALLEN

Request Total \$81.00

2	06	C/S NY STATE INSPECTION, INSPECTOR # _____, STICKER # _____, PASS _____ FAIL _____				
	06	PASSED INSPECTION - NO.10326296	CPSI	17	0.3	\$10.00

Technician : 10 ALLEN

Request Total \$10.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE  
UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO  
INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED  
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS  
SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT/NOTIFICATION AT THE SERVICING  
DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the  
warranties with respect to the sale of this item(s). The Seller hereby  
expressly disclaims all warranties either express or implied, including any  
implied warranty of merchantability or fitness for a particular purpose.  
Seller neither assumes nor authorizes any other person to assume for it  
any liability in connection with the sale of this item(s).

SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

# Oneonta Volkswagen



Station # 7054140

7517 State Highway 23  
Oneonta, New York 13820

vwaudiofoneonta@aol.com  
Toll Free: 1-800-351-8166

Phone: (607) 432-8100  
Fax: (607) 436-9309

## REPRINT

SO No: 19378

\* Service Invoice Customer Copy \*

Auth#:

Page 2

Customer No :	Hornet 1	Advisor : GARY	Invoice Date : 04/15/2006	Term : CASH
Connie Hornstra PO BOX 713 ONEONTA NEW YORK 13820		License No	Odometer In	Odometer Out
Home: (607)433-4158 Bus: (607)433-4169			27141	27143
Cell: Today:		Year Make	Model	Model No
Email: hornstar@wilberbank.com		2005 VOLKSWAGEN	JETTA	Delivery Date
		Vehicle ID No	Selling Dealer	SO Date
		3VWSE69M45M042479		InServ Date Location
				04/15/2006 12:00:00 AM

## REQUEST/COMPLAINT CORRECTIONS

TYPE	CSR#	TU	Amount
LABOR			\$79.58
PARTS			\$21.44
OIL/GAS			\$0.00
MISC.			\$0.00
SUPPLIES			\$0.00
SUBLET/TOW			\$0.00
ENV FEE			\$0.00
<b>SUBTOTAL</b>			<b>\$101.00</b>
			\$0.00
SALES TAX			\$7.28
WARR DEDUCTIBLE			\$0.00
OTHER DEDUCTIBLE			\$0.00
<b>TOTAL INVOICE</b>			<b>\$108.28</b>

VW/Audi is calling our customers & asking them to rate their service experience. If for any reason you cannot rate us "5=PASS" on each question please contact the Service Dept

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO DAMAGE FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE. THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER The factory warranty concludes all of the warranties with respect to the sale of the item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with this sale or this item/items.

SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON /DATE)

CUSTOMER SIGNATURE

# Oneonta Volkswagen



Station # 7054140

7517 State Highway 23  
Oneonta, New York 13820

vwaudiofoneonta@aol.com  
Toll Free: 1-800-351-8166

Phone: (607) 432-8100  
Fax: (607) 436-9309

## REPRINT

SO No: 17359

\* Service Invoice Customer Copy \* Auth#:

Page 1

Customer No :	Hornst 1	Advisor : WILLIAM	Invoice Date : 12/22/2005	Term : CASH
Connie Hornstra PO BOX 713 ONEONTA NEW YORK 13820		License No 21035	Odometer In 21037	Stock No
Home: (607)433-4158 Bus: (607)433-4169		Year 2005	Make VOLKSWAGEN	Model JETTA
Cell: Today:		Vehicle ID No 3VWSE69M45M042479	Selling Dealer	SO Date 12/22/2005 InServ Date 12:00:00 AM Location
Email: hornst@wilberbank.com				

### REQUEST/COMPLAINT CORRECTIONS

			TYPE	CSR#	TU	Amount
1	0	20,000 mile service				
0		Performed 20,000 mile service ( includes tire rotation and brake inspection )	CVW	01	1.66	\$99.50
1		06A115561B KIT OIL FILTER	CVS			\$7.56
5		5W30 KIT OIL	COIL			\$12.50
1		N0138492 KIT WASHER	CVS			\$0.34
1		1J0819644A FILTERELEM	CVS			\$18.97
1		N90813201 BOLT	CVS			\$1.50
		Technician : 06 CHARLIE				
					Request Total	\$140.46
2	0	Check brakes./ going back to school after the first of year.				
0		1J0959554A3 RING	CVS			\$0.00
					Request Total	\$0.00
3	0	Ride to Dentist on Grand St.				
					Request Total	\$0.00

ON BEHALF OF SERVICING DEALER, HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

# Oneonta Volkswagen

Station # 7054140



7517 State Highway 23  
Oneonta, New York 13820

vwaudiofoneonta@aol.com  
Toll Free: 1-800-351-8166

Phone: (607) 432-8100  
Fax: (607) 436-9309

## REPRINT

SO No: 17359

\* Service Invoice Customer Copy \*

Auth#: Page 2

Customer No :	Hornst 1	Advisor : WILLIAM	Invoice Date : 12/22/2006	Term : CASH
Connie		License No	Odometer In	Odometer Out
Hornstra			21035	21037
PO BOX 713		Year	Model	Stock No
ONEONTA NEW YORK 13820		2005	JETTA	
Home: (607)433-4158 Bus: (607)433-4189		Vehicle ID No	Selling Dealer	Model No
Cell: Today:		3VWSE89M45MD42479	SO Date	Delivery Date
Email: hornster@wilberbank.com			12/22/2006	InServ Date 12:00:00 AM
				Location

### REQUEST/COMPLAINT CORRECTIONS

TYPE	CSRF	TU	Amount
LABOR			\$99.50
PARTS			\$40.96
OIL/GAS			\$0.00
MISC.			\$0.00
SUPPLIES			\$0.00
SUBLET/TOW			\$0.00
ENV FEE			\$0.00
<b>SUBTOTAL</b>			<b>\$140.46</b>
SALES TAX			\$0.00
WARR DEDUCTIBLE			\$11.24
OTHER DEDUCTIBLE			\$0.00
<b>TOTAL INVOICE</b>			<b>\$151.70</b>

VW/Audi is calling our customers & asking them to rate their service experience. If for any reason you cannot rate us "5-PASS" on each question please contact the Service Dept

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

## Unit Search Screen

Customer Name: HORNSTRA	CONNIE	Locn: 3147	Order#:	03144796		
Ln Cls Brand/Model	Ty	Ord Date	Rel Date	MEg L-P-O	ESP Qty	Price
- 01 276 DEI SPTK2	SL	10/29/05	10/31/05	01-01-00	02 01	\$ 134.99
- 02 276 ESP 276	Exp: 11/01/07	ESP Locn: 3147	Contract#:	03144796	\$ 24.99	
- 03 828 SHI SHIP	SL	10/29/05	10/31/05	00-00-00	00 01	\$ 0.00
- 04 950 INS DSRRF	SL	12/26/05	12/26/05	00-00-00	00 01	\$ 71.99
- 05 952 INS SHOPEE	SL	12/26/05	12/26/05	00-00-00	00 01	\$ 4.99

Enter: Select Unit      F5: Prev Page  
F1: Previous Screen      Del Tkt: Search Criteria  
Select Unit or Press a function key.